

WE CLAIM:

1. A method for system obstacle correspondence support in a console system having a control unit including a display unit, an input unit, means for acquiring messages from at least one information processing unit, storage means for storing said acquired messages, and a storage unit for storing data for supporting correspondence to an error message indicating an error and acquired from said information processing unit,

wherein first data for identifying said error message and second data for identifying a related message related to said error message are included in a part of said data in said storage unit, and a character string constituting said error message is defined as a part of said first data, while a character string constituting a message to be searched as said related message is defined as a part of said second data; and

wherein when said character string of said first data is included in an error message acquired from said information processing unit, said second data is selected, a message including said character string of said selected second data is searched from said storage means, and said searched message is set as a related message to said error message.

2. A method for system obstacle correspondence support according to Claim 1,

wherein a value of said character string

constituting said error message and a position of said value of said character string in said error message are defined as a part of said first data, while a value of a character string constituting a message to be searched as said related message and a position of said character string are defined as a part of said second data;

wherein said second data is selected when said value of said character string defined in said first data is included in said position of said character string defined in said first data in an error message acquired from said information processing unit; and

a message in which said value of said character string defined in said second data is included in said position of said character string defined in said second data is searched from said storage means, and said searched message is set as a related message to said error message.

3. A method for system obstacle correspondence support according to Claim 1,

wherein third data in which said first data is associated with said second data used for searching said related message is accumulated in said storage unit, and when a command inputted from said input unit for an error message and a related message in agreement with said third data includes a character string constituting said error message, said related message,

or a reply message to a command inputted previously, a command format in which a portion of said character string included in said command is replaced by information indicating a position of said character string of said error message, said related message or said reply message is accumulated as fourth data in said storage unit.

4. A method for system obstacle correspondence support according to Claim 3,

wherein when a plurality of commands are inputted for an error message and a related message in agreement with said third data, third data to which information for identifying a reply message to a command inputted previously is added, and fourth data indicating a command following the previously inputted command are accumulated in said storage unit.

5. A method for system obstacle correspondence support according to Claim 3,

wherein if said information processing unit which is a transmission place of said inputted command is an information processing unit which outputted said error message, information showing that said transmission place of said command is said information processing unit which outputted said error message is added to said fourth data, and said fourth data is accumulated;

wherein if said information processing unit which is a transmission place of said inputted command

is an information processing unit which outputted a related message to said error message, information showing that said transmission place of said command is said information processing unit which outputted said related message is added to said fourth data, and said fourth data is accumulated; and

wherein if said information processing unit which is a transmission place of said inputted command is an information processing unit which was a transmission place of a command inputted previously to said inputted command, information showing that said transmission place of said inputted command is said information processing unit which was a transmission place of a command inputted previously to said inputted command is added to said fourth data, and said fourth data is accumulated.

6. A method for system obstacle correspondence support according to Claim 3,

wherein if said information processing unit which is a transmission place of said inputted command is an information processing unit designated by a character string constituting said error message, information showing that said transmission place of said command is said information processing unit designated by said character string of said error message is added to said fourth data, and said fourth data is accumulated;

wherein if said information processing unit

which is a transmission place of said inputted command is an information processing unit designated by a character string constituting a related message to said error message, information showing that said transmission place of said command is said information processing unit designated by said character string of said related message is added to said fourth data, and said fourth data is accumulated; and

wherein if said information processing unit which is a transmission place of said inputted command is an information processing unit designated by a character string constituting a reply message to a command inputted previously to said inputted command, information showing that said transmission place of said command is said information processing unit designated by said character string of said reply message to said command inputted previously to said inputted command is added to said fourth data, and said fourth data is accumulated.

7. A method for system obstacle correspondence support according to Claim 3,

wherein when said error message and said related message to said error message are in agreement with said third data, all of said fourth data corresponding to said third data are selected as correspondence methods to said error message and said related message; and

wherein said fourth data selected as said

correspondence methods are displayed on said display unit.

8. A method for system obstacle correspondence support according to Claim 7,

wherein when said third data in which information for identifying said third data used for selecting said fourth data is included as identification information is present, said fourth data corresponding to said third data having said identification information is selected as a correspondence method to be carried out next to said fourth data; and

wherein said fourth data selected as said correspondence methods are displayed on said display unit in accordance with an order with which said correspondence method are to be carried out.

9. A method for system obstacle correspondence support according to Claim 7,

wherein, for a portion of information included in an error message or a related message for which correspondence methods are to be generated or in a reply message to a command carried out previously, which information indicates a position of a specific character string in said error message, said related message or said reply message, a character string in a position designated by said information indicating said position of said error message, said related message or said reply message is substituted to generate a command

in accordance with said command format of said fourth data corresponding to a correspondence method displayed on said display unit and selected by said input unit; and

wherein an information processing unit to which said generated command is to be transmitted is selected on the basis of information designating a transmission place of a command in said fourth data, and said generated command is transmitted to said selected information processing unit.

10. A method for system obstacle correspondence support according to Claim 9,

wherein when a correspondence method to be carried out next is present after said command is carried out, said correspondence method to be carried out next is carried out if a reply message to said command is in agreement with information for identifying a reply message to said command in said third data.